

**Congress of the United States**  
**Washington, DC 20515**

April 6, 2023

The Honorable Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Efant Plaza SW  
Washington, DC 20260

Dear Postmaster General DeJoy,

We write in response to numerous reports of significant mail delays impacting Kansans across the state. In recent months, our offices have received a growing number of messages from Kansans concerned about missing mail, delayed postal delivery, and extended periods with no delivery service at all.

For example, one constituent, who carried mail for 40 years, reported not receiving mail due to staff shortages. Another constituent expressed frustration over their mail being delivered only three days some weeks. Another constituent, who contacted their local post office in Overland Park, Kansas to find their missing mail, shared the current staff were extremely apologetic; however, the post office was understaffed and unable to process mail at an efficient capacity. Due to these delays, the constituent is still waiting for their \$28,000 2021 tax refund check.

As you know, consistent and reliable mail service helps residents in Kansas access necessary services, pay their bills, and collect their paychecks. Seniors and veterans also count on the U.S. Postal Service (USPS) for lifesaving medications, and small businesses need the USPS to ship their products in a timely manner and to remain engaged in the commercial industry. As tax season is underway, many Kansans are relying on the Postal Service to receive their tax documents and returns. Timely and reliable mail service is crucial to the health and livelihoods of Kansans, but right now, they are very frustrated.

We understand a primary reason for these disruptions is the major staffing shortages the Nation is battling across all industries. To address these shortages, the U.S. Postal Service is currently implementing its March 2021 vision and 10-year Delivering for America plan. This plan outlines clear strategies to quickly achieve service excellence, including promoting career development, employee retention, and expediting the hiring process. We are two years into the Delivering for America Plan, and there is still an unmet need in service standards. The commitment our postal workers and mail carriers show to our communities is commendable. We need to improve our support for the current workforce and promote career development to prevent staff burnout and further service delays.

In addition to the Delivering for American Plan, one year ago today Congress provided strong, bipartisan action to improve the USPS by successfully passing postal reform legislation. We

were proud to join our colleagues on both sides of the aisle in voting for the *Postal Service Reform Act*, which removes burdensome budget requirements that have contributed to the Postal Service's deepening financial troubles, improves transparency, and mandates six-day mail delivery for mail and packages. It is unacceptable that implementation of certain provisions, including the six-day-a-week delivery service, is not being accomplished by USPS.

To garner a better understanding of how USPS will address these issues and concerns, we request a detailed and timely response to the following questions:

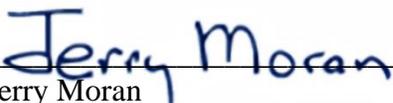
- What barriers are causing these delays in getting mail to Kansans?
- What is the implementation status of USPS's Delivering for America plan?
- When should we expect the complete list of provisions laid out in the Postal Service Reform Act to be implemented in Kansas?
- Specifically, how will USPS increase hiring, training, and retention of Postal workers at Kansas Post Offices?

Thank you for your attention to this important matter. Residents in rural, suburban, and urban communities across Kansas rely on consistent and reliable mail service, and our postal workforce deserves better. We look forward to your detailed and timely response.

Sincerely,



Sharice L. Davids  
Member of Congress



Jerry Moran  
United States Senator